DEPARTMENT OF PUBLIC HEALTH AND HUMAN SERVICES

BRIAN SCHWEITZER GOVERNOR JOAN MILES

STATE OF MONTANA

Developmental Disabilities Program 406-444-2995

Developmental Disabilities Presiam, Region I

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DATE: June 25, 2008

TO: Sherman Weimer, Executive Director
Jean Nolan, President of Board of Directors, Eastern Montana Industries

FROM: Kathleen Kaiser, Quality Improvement Specialist

RE: Comprehensive Evaluation, Quality Assurance Review FY 2008

Please find attached the QA Review report for Eastern Montana Industries. The format is different than in prior years. The table shows the areas of review with any pertinent findings noted in the comment sections, followed-up with quality assurance observation sheets (QAOS) and appendices. I wish to express my appreciation to you and your staff for all the assistance provided to me during the course of this review and when I was on-site.

This report contains findings, comments and suggestions noted during my review of day services, group home services, supported living services and community supports from checking agency and client records and client and staff interviews. It also includes a review of observations from the above time frame as well as a desk review of incident trends, medication errors, Adult Protective Services issues, client rights issues, transportation and Individual Plan issues, etc. Also reviewed were licensing and fiscal reports.

During the review, the use of Quality Assurance Observation Sheets (QAOS) was used to record exemplary practices and indicated deficiencies. The QAOS is a record of what is observed and which Administrative Rule, DDP Policy or contract requirement is surpassed or deficient. There were **10** commendations and **13** deficiencies.

I look forward to continued success with Eastern Montana Industries. Thanks to you and your staff for the ongoing effort to provide quality services to individuals with developmental disabilities.

cc: Dain Christianson, Region 1 Regional Manager Tim Plaska, Bureau Chief, DDP John Zeeck, Quality Assurance Specialist, DDP Perry Jones, Waiver Specialist, DDP DDP Contract File

QUALITY ASSURANCE REVIEW

SCOPE OF REVIEW

The purpose of this summary is to evaluate the quality of services provided to individuals with developmental disabilities by Eastern Montana Industries. The services reviewed are the following: Community Home, Supported Living, Work/Day services and Transportation. Also reviewed are services provided to individuals with funding through Community Supports. Information was garnered through personal observations, interviews and review of documentation on-site as well as a desk review of data collected through the review period including quarterly reports. On site visits started on April 24th, 2008 and ended on June 6th, 2008. Cindy Frederickson, QIS, Region 1 Glasgow and Sandra Carpenter, QIS Region 1 Glasgow, assisted with the review.

GENERAL AREAS

Administrative

- Accomplishments
- Completion of Phase 1 of the College of Direct Support by direct care staff and most of the administrative staff.
- Implementation of a new cost allocation system (applauded by the DPHHS auditors).
- Initial work under way on the development of a foundation.
- Plans underway to remodel the main workshop in Miles City to reduce the size of the two workshop areas.
- Development of new vehicle maintenance system to track repairs and maintenance to fleet of 20 some vehicles.
- Addition of incident investigator for Glendive program.
- Expansion of Glendive day program to meet the needs of several additional consumers in the community.
- Training of staff on the new AWACS invoicing system has occurred and it is now implemented.
- Purchase of additional Star Transit van (eliminating the final group home conversion van).
- Over 40 consumers participated in the recent regional Special Olympic Games in Glendive.
- Nefsy Grant received to help develop computer labs in Miles City and Glendive (for College of Direct Support).
- Over the last year EMI has completed an expansion of Woods & Goods and the refurbishing of the exterior of the buildings.

They have also completed a project to refurbish the exterior front on the main building on South Hanes Ave.

Both buildings are very nice looking and are much easier to access. This enhances the buildings and the surrounding community. (QAOS 2-08)

- EMI has fully implemented the new PSP system. There have been lots of challenges and lots of changes along the way this year and there will be more to come. Through the whole process change, the EMI Staff have maintained a positive attitude and are looking for new ways to make the new system work better and ultimately to benefit the consumer. The EMI Staff will take what they have learned this first year to make next year even better. A more personal center system will enhance the quality of life for the consumer. (QAOS 23-08)

Fiscal/Audit

- -The audit report completed for the fiscal year ending June 30, 2007 had three recommendations, one on outstanding checks, one on depreciation schedules both issues are easily resolved. The third issue is that EMI has only partially completed an accounting manual.
- -The State DPHHS audit bureau completed an Internal Audit for the time period of July 1, 2006 to June 30, 2007 and found recommendations. First that the client funds showed 8 clients had negative balances in the group checking account; EMI is working on this issue. The second concern was W-4's and I-9's were checked and many were found to be incomplete or missing from employee files. EMI is reviewing all files to bring the files up to compliance.
 - Licensing/Sanitarian/Fire Marshal
- -All five Miles City and the three Glendive Group Homes have been licensed by the Quality Assurance Specialist within the last year.
- In reviewing the documentation of monthly fire drills in Glendive: Nolan Group Home is missing the last six months of fire drills. Wyoming is missing 1-08 & 2-08. In reviewing the documentation of monthly fire drills in Miles City: Hafla is missing 3-07, 4-07, 5-07, 7-07, 8-07, 10-07, 11-07, 3-08, and 4-08. Stephanie is missing 8-07, 9-07, 11-07, 12-08, and 4-08. BoxElder is missing 3-07, 6-07, 8-07, 9-07, 11-07, 12-07, 2-08, and 3-08. Gordon is missing 3-07, 9-07, 12-07, 2-08, 3-08, and 4-08. South Earling is missing 12-07. If Staff and Consumers do not practice monthly fire drill, they may not know what to do if an actual fire were to occur.

EMI's response: Cause is due to to manager turnover & lack of supervision. Nolan manager not assuring that drills were filed/completed/copied. MC - A manager's monthly tasklist was created to help managers track majority of their paperwork including fire drills. Glendive - A checklist will be posted at the day program by 7/1/08 to keep track of fire drills, when ran, forms copied and sent to MC. Wyoming fire drills for 1/08 and 2/08 were ran, but not copied and sent to MC. Copies will be faxed over to QIS. (QAOS 8-08)

- During the Box Elder Group Home visit three smoke detectors were tested and only one worked. If smoke detectors are not functioning properly when tested they may not function properly in an emergency.

EMI's response: Group home staff not checking smoke alarms monthly. Batteries have been replaced since inspection. Group home manager counseled on testing alarms with fire drills. (QAOS 14-08)

Staffing

- Eastern Montana Industries strongest asset is their Staff, from the Executive Director to Administration and on down to the part-time substitutes. Throughout the past year I have had many occasions to interact with the Staff at EMI and without exception all of them have been very positive and professional. All of the interactions that I have observed throughtout the year have always had a care giving qualitite about them which is very positive for the staff and the consumer. This creates a very positive working atmosphere to work in. (QAOS 1-08)

- o CDS
- All of the Full-time staff that were signed up to complete the College of Direct Support by March of 2008, have completed by the specified date. This took time and effort and it will be very helpful in the future. A great accomplishment that will enhance the quality of services provided to the consumers. (QAOS 3-08)
- The College of Direct Support curriculum is not a requirement for the Administrative Staff, but nine of the Administrative Staff took it upon themselves to complete the same sections that the Direct Care Staff had to do. This shows dedication and commitment to the job. This is a great accomplishment and it will help provide consistency in training. (QAOS 4-08)
 - o Background Checks
- The files from the last four staff hired were checked and all the required background checks had been done and a copy was on file.
 - Orientation and training
- A review of five recently hired staff had documentation of orientation.
- A review of five staff files for ongoing annual training, found documentation of training covering the subjects on the annual training list.
- During Staff surveys in both Miles City and Glendive, it was discovered that 6 staff out of 10 stated that in the case of abuse they would report to their supervisor and let them handle it. The Staff were not aware that they are manditory reporters and when asked they did not state that they needed to write an incident report.

Several of the Staff surveyed also did not know what a PSP was and where the information used for them was obtained Staff not receiving ongoing training can affect the quality of service provided to the consumer.

EMI's response: Staff are instructed to report cases of abuse to supervisors immediately. Supervisors call APS and make other necessary notifications. PSP process is new. Other than assisting with vision ideas and running objectives, staff are not aware of the PSP process. They know it replaced the IP process. RSC will complete an inservice with Hab Special. on PSP process. All staff are reminded at Mandt & Abuse Prev. classes/inservices that they are mandatory reporters. They can call APS, but are encouraged to use chain of command. Incident reports are written at the time of the incident by staff or are directed by supervisor to do so. In future, staff will be reminded that they are mandatory APS reporters, and an IR needs to be written immediately. (QAOS 9-08)

- In Miles City, a new staff survey was created and presented to the staff at an all staff meeting and it was presented in such a positive way that they got a really good response with some very useful ideas. Ideas for some positive changes will improve the qualilty of the services provided. (QAOS 20-08)
 - Staff hours per ICP are being provided=adequate staffing "ratio"
- During the on-site visits for this review the staffing ratio was reviewed and met in all sites. In one home it was exceeded because extra staff was scheduled in case we wanted to do staff interviews. This staffing ratio is not the case all of the time because EMI sends the QIS copies of the schedules for the Glendive Program and they work short on shift often due to lack of staff availability.
 - o Incident Management/APS

- EMI is to be commended for training another incident investigator for the Glendive Program.

EMI is also commended for having a fully functioning Incident Management team that meets weekly to address all incident reports. There are meeting notes about the issues that are discussed as well as the follow up of any concerns. Having these in place effects the quality of services provided to the consumers. (OAOS 21-08)

RESIDENTIAL SERVICES REVIEWED GROUP HOME

General Description

For the QA review, one individual from each of the eight Group Home was randomly selected and a file review was completed, along with a home visit.

- New leisure activities have taken place around the holidays in the Miles City Group Homes this last year. There has been a competition for each holiday this year to see which home could decorate the best. They had some limitations that they had to try to work around like consumers that like to tear up or continuously relocate decorations. The competition was good spirited and the consumers were very involved. Having a varitey of leisure activities and a home decorated for the holiday will enhance the consumer's lives. (QAOS 5-08)
- The Group Homes in Glendive are very neat and clean and well cared for. The Consumers rooms were nicely decorated and individualized with a great deal of care. The Staff are to be commended for their efforts to make the group homes a nice place for the consumers to live. Having a nice home to live in enhances the lives of the consumers. (QAOS 19-08)

Health and Safety

Medication

- During a review of Medication Logs in the Group Homes in Miles City and Glendive, it was noted that there were cases where EMI Staff signed off on medication sheets indicating they had assisted consumers with medication and upon cross checking with medication certification list, these staff were not currently certified to assist with medication.

It was also noted that a staff member that hasn't been medication certified for over 6 months had signed off and assisted with over the counter medication on several occassions. Staff providing assistance with medication administration without being certified could cause medication errors.

EMI's response: Staff possibly not aware they were expired. EMI has tried to improve communication with staff and provided reminders of upcoming expirations. Human Resources will send out a bi-weekly list of non-certified staff, to post. One Glendive staff member was certified with AWARE, but has now been certified at EMI. (Need clarification on this particular case from the state.) (QAOS 7-08)

- When reviewing medication records at Wyoming Group Home a consumer is on a PRN for pain medication and there is no written protocal on when the medication should be given, both staff on could tell me the behaviors that the consumer displays to show that she might be in pain and in need of the medication, but there is no written protocal for consistency. Consumer may receive too much or too little medication and this can effect their level of comfort.

EMI's response: The written protocol for PRN was overlooked. EMI assumed all PRNs had a written protocol. This was an oversight. A written protocol will be in place with the assistance of Dr.'s recommendation regarding PRN medication by June 18,2008. (QAOS-11-08)

Supervision

- QAOS sheets # 6, 10, 12, 13 and 16 are all about issues where an I.P. or a PSP was not implemented as specified in the plan. This issue was in both the Miles City and the Glendive Program. This shows a lack of internal monitoring to assure that a program or action has been implemented and run according to the plan. Consumers not receiving services as specified in their plan are not achieving success and receiving training consistently which could affect the quality of life.

EMI's response: Lack of supervision Supervisor (RSC) tries to attend PSPs and checks on manager, assisting as needed to ensure objectives are implemented on time. RSC will keep better schedule of PSPs and implementation dates, assisted by Habilitation Specialist. (QAOS 18-08)

* Protocols

- During the Box Elder visit, Staff were asked if any of the consumers were on bathing protocols and they said yes two consumers have bathing protocols, when asked where the protocols were the staff could not locate the written protocol. Consumers not receiving enough supervision while bathing because staff not properly trained with protocol. EMI's response: Protocols were removed and not reposted. Originals could not be located since manager left. Protocols were retyped and reposted. (QAOS 15-08)

Service Planning & Delivery

- At the Nolan Group Home, in the PSP plan there are 3 Actions concerning locating vacation sites, transportation, cost and staffing to accompany # 15 on a vacation. This was to have started on 9-13-07. There is no documantation available that any thing has been done with these PSP actions, when asked the new acting manager listed as the EMI Staff person responsible knew nothing about this action. Consumer not succeding with his vision to take more vacations.

EMI's response: On March 6.2008, staff did inquire and receive information about vacations in the Black Hills. Questions arose about saving money for a trip without going over resources. The manager at the time left the position and the acting manager did not check the status of the PSP goals. No one continued to work on the objectives. The acting manager is now aware of the objectives and will continue to look into additional vacation sites, transportation and costs. She will document this information and the Residential Coordinator (Eileen Geiger) will continue to monitor and check on the status of the objectives along with the Habilitation Specialist. (QAOS 6-08)

- At Wyoming Group Home, #17 has a vision to have the opportunity to shop and spend my money. There are two actions to accomplish this and they are:
- #17 will purchase personal items each month with assistance from Group Home Manager.

#17 will have the opportunity to shop and spend his money. The documentation shows that #17 has only gone one time in January (08) and one time in April (08). The consumer not receiving the services as specified in his plan can affect the quality of the services he receives.

EMI's response: Manager stated Feb. 08 was done, but not documented (oversight. March, however was not done due to staff shortages. May has been completed. Manager

has stated the action steps will be completed by the 10th of each month starting in July. Eileen Geiger will be monitoring program objectives to ensure they are being run and documented. (QAOS 13-08)

- At Gordon Group Home, in the PSP plan there is a vision: I want to be healthy. There are two actions that state: #9 will drink an Ensure (3) times daily at the group home on non work days. (2) times daily on work days. These actions were to begin on 2-5-08 and were started on 3-1-08

Documentation for the Ensure was missing on 3-1, 3-2, 3-8, 3-9, 3-15, 3-16, 3-22, and 3-23.

The second action is #9 will eat all meals when presented at the group home on a daily basis.

For the month of March dinners were only documented 5 times, and there was no documentation for the other 2 meals on 3-1, 3-2, 3-5, 3-8, 3-9, 3-15, 3-16, 3-21, and 3-22. The vision states that the consumer wants to be healthy, if the actions are not implemented in a timely manner and continued then the consumers vision will not be met.

EMI's response: Lack of manager supervision. Lack of supervisor supervision. Lack of staff documentation. GH Manager and staff will receive counseling and increased checks of books (Actions). Hab. Spec. will continue monthly data reviews. (QAOS 16-08)

SUPPORTED LIVING & CONGREGATE SUPPORTED LIVING:

General Description

There were two individuals randomly selected from the Miles City Supported Living program and a file review was completed, along with a home visit.

- Health and Safety
- -No deficiencies were found.
- Service Planning and Delivery
- -No deficiencies were found.

Work/Day/Community Employment:

General Description

For the QA review, the consumer sample included the individuals picked in the above residential section for all 8 Group homes, the two consumers picked for supported living and two of the consumers that receive community supports at the EMI Work Shop.

- Health/Safety
- No deficiencies were found.
 - Service Planning/Delivery
- The Glendive Program is to be commended for expanding the services to meet the special needs of two consumers in the Glendive area. Change can be challenging and when the special needs of two consumers was identified, the Glendive program expanded to accommodate them. This enhanced the quality of life for these consumers. (QAOS 22-08)
- When reviewing Consumer # 15, for the Glendive Work Activity Center, the PSP objective data sheets documenting that #15 will carry two empty can racks back after crushing cans daily. There is data up until 9-17-07 and then no data until 4-15-08. If objectives are not carried out then the Consumer vision will not be achieved.

EMI's response: Day Program Manager, Rhonda, indicated that the objective was dropped, however she forgot to formally drop and notify all areas regarding the dropped objective, therefore was reimplemented on 4/15/08. Rhonda will review programs on a monthly basis to ensure appropriate documentation is being recorded in the correct time frame. (QAOS 10-08)

Community Supports:

• General Description

A minimum of five individuals were reviewed for the QA review of Community Supports. The individuals were randomly selected and included 3 from Miles City and 2 from Glendive. A file review was done, as well as a client interview and a site review with a consumer receiving Supported Living Services.

Health/Safety

- In Miles City, when I visited #2 appartment there was not a smoke detector in her appartment. It is a health and safety issue if there is no smoke detector. EMI'S response: Likely assumed would be present in apartment. Also overlooked

EMI''S response: Likely assumed would be present in apartment. Also overlooked when consumer swapped apartments. A smoke detector was purchased and installed next day after inspection. (QAOS 17-08)

Supervision

- QAOS sheet # 12 are all about issues where an I.P. or a PSP was not implemented as specified in the plan. This issue concerns the Glendive Community Supports only. This shows a lack of internal monitoring to assure that a program or action has been implemented and run according to the plan. Consumers not receiving services as specified in their plan are not achieving success and receiving training consistently which could affect the quality of life.

EMI's response: Lack of supervision Supervisor (RSC) tries to attend PSPs and checks on manager, assisting as needed to ensure objectives are implemented on time. RSC will keep better schedule of PSPs and implementation dates, assisted by Habilitation Specialist. (QAOS 18-08)

Service Planning/Delivery

- For the Glendive Communty Support Program, there is an objective that has not been implemented as specified. This I. P. Objective was listed in last years Annual Review in OAOS sheet #20.

This years I.P. Objective reads that #3 will participate in one-to-one activities including social outings up to 7hrs. The start date for this I.P. was 12-31-07.

A secound objective stated in this I. P. states that #3 will prepare meals including shopping, cooking and clean up for 3 hrs each week. The data shows that this program was run until 2-6-08 and not since then. The consumer is not receiving the services as specified in the plan.

EMI's response: Objective #3 could not be implemented due to unavailability of a staff person. The second objective had to be stopped due to staff having an increase in their seizure activity. I would not allow him the use of an EMI vehicle for liability purposes. The family was unavailable to assist consumer with driving. No other person has shown an interest in the position. Pam Junso will place an ad at Job Service specifically advertising the position for someone to cook with the consumer. Past ads have centered more on the mentor position. Pam will also check the Resource Center for availability of

cooking classes for the consumer and if this is a possibility, will amend the objective. These steps will be taken by 6/30/08. (QAOS 12-08)

Transportation

- EMI has a fleet of 20 some vehicles that they use to provide transportation for consumers to and from work, home, medical appointments and other activities throughout the community.
- EMI has developed a new vehicle maintenance system to track repairs and maintenance for the fleet of 20 some vehicles.

Conclusion:

All QAOS sheets accepted and considered closed and no other outstanding corrections

In summary, Eastern Montana Industries, and all those who work for and on behalf of the consumers should be proud of their accomplishments. Improvements are an ongoing goal that I have witnessed first hand. Thank you for all you do. I look forward to assisting in any way that I can in order to support you and the consumers in your endeavors.

Attachments:

Quality Observation Assurance Sheets numbered 1-23 Worksheets

CC.

Dain Christianson, Region 1 Regional Manager Tim Plaska, Bureau Chief, DDP John Zeeck, Quality Assurance Specialist, DDP Perry Jones, Waiver Specialist, DDP DDP Contract File

Agency: Eastern Montana Industries (EMI)

Evaluators Kathleen Kaiser, QIS, Cindy Frederickson, QIS and Sandy Carpenter, QIS

DESK REVIEW:	Appendix or QAOS
Accreditation:	
Acreditation is no longer required by the state contract.	
Significant Events from the Agency:	
Expansion of Woods& Goods and the refurbishing of the exterior along with the exterior on the main building on South Haynes. Completion of Phase 1 of the College of Direct Support by direct care staff and most of the administrative staff. Implementation of a new cost allocation system (applauded by the DPHHS auditors). Initial work under way on the development of a foundation. Plans underway to remodel the main workshop in Miles City to reduce the size of the two workshop areas. Development of new vehicle maintenance system to track repairs and maintenance to fleet of 20 some vehicles. Addition of incident investigator for Glendive program. Expansion of Glendive day program to meet the needs of several additional consumers in the community. Training of staff on new AWACS invoicing system. Now implemented. Purchase of additional Star Transit van (eliminating the final group home conversion van). Over 40 consumers participated in the recent regional Special Olympic games in Glendive. Nefsy Grant received to help develop computer labs in Miles City and Glendive (for College of Direct Support).	#2-08 #3-08 #4-08
Agency Internal Communications Systems: EMI is a large corporation with satellite offices and programs in different communities. Department Heads meetings are held on a monthly basis with representatives from each of the program sites in attendance. It is felt that EMI does a good job of maintaining internal communications over a wide geographic area.	
Five QAOS sheets were issued because I.P.'s or PSP's were not implemented as specified in the plan. This shows a lack of internal monitoring.	
Policies and Administrative (DDP) Directives	#18-08
Effective January 1, 2008 a new EMI Personnel Policy and Procedures manual went into effect. The policies were reviewed and they were found to be in compliance with DDP requirements and directives.	
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Agency: EMI

Evaluators Kathleen Kaiser, QIS

DESK REVIEW:	Appendix or QAOS
Fiscal (audits, cost plans, invoices):	- CI GAGG
The audit report completed for the fiscal year ending June 30, 2007 had three recommendations, one on outstanding checks, one on depreciation schedules both issues are easily resolved. The third issue is that EMI has only partially completed an accounting manual, but this is very time consuming and will be ongoing for a long time.	
The State DPHHS audit bureau completed an Internal Audit for the time period of July 1, 2006 to June 30, 2007 and found recommendations. First that the client funds showed 8 clients had negative balances in the group checking account, EMI is working on this issue. The second concern was W-4's and I-9's were checked and many were found to be incomplete or missing from employee files. EMI is reviewing all files to bring the files up to compliance.	
Licensing: In reviewing the documentation of monthly fire drills in Glendive: Nolan Group Home is missing the last six months of fire drills. Wyoming is missing 1-08 & 2-08.	#8-08
In reviewing the documentation of monthly fire drills in Miles City: Hafla is missing 3-07, 4-07, 5-07, 7-07, 8-07, 10-07, 11-07, 3-08,	<u> </u>

and 4-08. Stephanie is missing 8-07, 9-07, 11-07, 12-08, and 4-08. BoxElder is misssing 3-07, 6-07, 8-07, 9-07, 11-07, 12-07, 2-08, and 3-08. Gordon is missing 3-07, 9-07, 12-07, 2-08, 3-08, and 4-08. South Earling is missing 12-07.

All of the group homes in both Miles City and Glendive are up to date and are currently licensed.

Agency: EMI Evaluators Kathleen Kaiser, QIS

DESK REVIEW:	Appendix
Quality Assurance Observation Sheets: (trends from past year)	or QAOS
Medication Errors: (trending from past year)	
During a review of Medication Logs in the Group Homes in Miles City and Glendive, it was noted that there were cases where EMI Staff signed off on medication sheets indicating they had assisted consumers with medication and upon cross checking with medication certification list these staff were not currently certified to assist with medication. It was also noted that a staff member that hasn't been medication certified for over 6 months had signed off and assisted with over the counter medication on several occassions.	#7-08
When reviewing medication records at Wyoming Group Home a consumer is on a PRN for pain medication and there is no written protocal on when the medication should be given, both staff on could tell me the behaviors that the consuemr displays to show that she might be in pain and in need of the medication, but there is no written protocal for consistency	#11-08
Incident Management: (summary trends, steps to address trends, investigation summmaries)	
EMI has sent a new Glendive Staff member to become certified as an incident investigator. EMI also has a fully functioning Incident Management Team that meets weekly to address all incident reports. There are meeting notes about the issures that are discussed as well as the follow up of any concerns.	#21-08

Agency: EMI

Evaluator: Kathleen Kaiser, QIS

Staff Rel	ated:										Appendix or QAOS
Evidence	e Found of Orientat			' if presen		t present)					
	staff initials	CR	AW	CK	ES						
	yes/no	yes	yes	yes	yes						
Note who	ere evidence found	: HR files									
Evidence	Found DDCPT or	equivalent:	CDS		•						_
	staff initials	CR	AW	CK	ES						
	yes/no	yes	no	no	no		_				
	ere evidence found			done yet.		-		<u></u>			#3-08
All of the	staff signed up to co	mplete the C	OS have do	ne so by th	ne timelines	and 9 admir	nistrative St	aff have a	also complete	ed it.	 #4-08
Evidence	of Criminal Backg	round Check	s:								11
	staff initials	CR	AW	CK	ES						
	yes/no	yes	yes	yes	yes						
	ere evidence found:										
	ell files, staff trainin	ig records, a	gency em	oloyment a	application						
Evidence	of Staff Survey:	· · · ·									
	staff initials	LR	MR	EH	DB	CA					
	yes/no	yes	yes	yes	yes	yes					
Note who	ere evidence found	: HR files					<u> </u>				
A new sta	aff survey was create	ed and present	ted to the s	staff at an a	all staff mee	ting.					#20-08
Commen	its: (regarding staff	hiring, scree	ning, traii	ning, supe	rvision)						
During S	Staff surveys it was	discovered t	hat 6 staf	fout of 10	stated that	t in the case	of abuse	they wou	ld report to	the	#9-08
_	or and let them han							•	•		
	ate that they needed						- J			*J	
and HOUSE	ate that they needed	to write all lill	orgent rept	11 L.							

Several of the Staff surveyed also did not know what a PSP was and where the information used at them was obtained.

Agency: EMI Evaluators Cindy Fredrickson

Staff Rela	ited:								Appendix or QAOS
vidence	Found of Staff Training: (mark 'X' if prese	nt, 'no' if	not preser	nt)					
	staff initials	DJ	DT	LR	KM	RW	LC		1
	1st aid/CPR	yes	yes	yes	yes	yes	yes		1
	Abuse Prevention	yes	yes	yes	yes	yes	yes		1
	Client Rights	yes	yes	yes	yes	yes	yes		1
	Incident Reporting	yes	yes	yes	yes	no	no		Ì
	Confidentiality	yes	yes	yes	yes	yes	yes		1
	IP/PSP Process	no	yes	yes	yes	yes	no		
	CDS complete w/in 6 months of hire date?	yes	yes	yes	yes	yes	yes		100
	Medication Cert	yes	yes	yes	no	no	yes		1
omment	<u> </u>								•
	s. Throughout the past year I have had many o	occasions	to interact	with the Sta	ıff at EMI ar	id without e	xception all o	of them have	
en very	positive and professional.								#1-08

Agency: EMI

Evaluators Kathleen Kaiser, QIS

			Note Site F	Reviewed:							Appendix
IP Checklist: check if evidenced			GH-WAC	GH-WAC	GH-WAC	GH-WAC	GH-WAC	SL-WAC	SL-WAC	SL-WAC	or QAOS
Consumer Initials		#7	#8	#9	#10	#11	#12	#13	#14		
	Consume	r/Family Survey	yes	yes	yes	yes	yes	yes	yes	yes	1
0	PSP/IP Do	oc Avail to all Staff	yes	yes	yes	yes	yes	yes	yes	yes	1
n	IPP/Action	ns Implemented	yes	yes	no	most	yes	yes	yes	yes	1
S	Data for IF	PP/Actions	yes	yes	most	most	yes	yes	yes	yes	1
	Data Inter	nally Monitored	yes	yes	no	no	yes	yes	yes	yes	#18-08
Ĭ	Self Medic	cation Objective	NA	NA	NA	NA	NA	NA	NA	yes	1
7	Consume	r informed of grievance							1		1
U	procedure		yes	yes	yes	yes	yes	yes	yes	yes	
e	SL consur	mer choice of SL staff	NA	NA	NA	NA	NA	yes	yes	yes	1
300	Rights Re	strictions	no	no	yes	no	no	no	no	no	1
	PSP/IP CI	necklist	yes	yes	yes	yes	yes	yes	yes	yes	
\mathbf{C}	PSP/IP Ar	nually?	yes	γes	yes	yes	yes	yes	yes	yes	1
M	Individual	Needs Addressed?	yes	yes	yes	yes	yes	yes	yes	yes	1
15	Assessme	ent Based?	yes	yes	yes	yes	yes	yes	ves	ves	1
$ar{\mathbf{N}}$	Quartery F	Reports?	yes	yes	most	most	most	yes	yes	yes	1
P	Incident R	eports Addressed?	yes	yes	yes	yes	yes	yes	yes	yes	1
Ñ P U T	Behaviora	I Supports Addressed?	yes	yes	yes	yes	yes	yes	yes	yes	1
\mathbf{T}	Functiona	l Analysis Needed?	NA	NA	NA	ΝA	ΝA	ŇΑ	NA	NA	1
	Free from	Aversive Procedures?	yes	yes	yes	yes	yes	yes	yes	yes	1

Comments: (regarding service planning and delivery)

EMI has fully implemented the new PSP system. There have been lots of challenges and lots of changes along the way this year and there will be more to come. Through the whole process change, the EMI Staff have maintained a positive additude and are looking for new ways to make the new system work better and ultimately to benefit the consumer.

Agency: EMI Glendive Evaluators Kathleen Kaiser, QIS

	list: check if evidenced	INIAIAA								
		Nolan	Brockway	Wyoming	CSP					or QAOS
onsume	er Initials									_]
•	Consumer/Family Survey	yes	yes	yes						
0	PSP/IP Doc Avail to all Staff	yes	yes	yes						
n S i	IPP/Actions Implemented	no	yes	no						#13-08
2	Data for IPP/Actions	yes	yes	yes						#6-08
	Data Internally Monitored	no	yes	no						#18-08
Ť	Self Medication Objective	Na	NA	NA						7
ŧ	Consumer informed of grievance procedure	yes	yes	yes]
ĕ	SL consumer choice of SL staff	NA	NA	NA						-
-		no	no	no			T		\top	1
	PSP/IP Checklist	yes	yes	yes						<u> </u>
© -	PSP/IP Annually?	yes	yes	yes						=
C M	Individual Needs Addressed?	yes	yes	yes			-		-	┪
	Assessment Based?	yes	yes	yes						-
Ñ	Quartery Reports?	some	yes	some						
I N P U T	Incident Reports Addressed?	yes	yes	yes			 	+		
Ū	Behavioral Supports Addressed?		yes	yes			-		"	
2(4.5)		NA	ΝA	ΝA						7
100	Free from Aversive Procedures?	ves	yes	yes			1			
ommen	ts: (regarding service planning ar	nd deliver	y)							

Agency: EMI Community Supports Evaluators Kathleen Kaiser, QIS

			Note Site	Appendix					
IP Checklist: check if evidenced			CSP	CSP	CSP	CSP	CSP		or QAOS
Consume	onsumer Initials		#2	#3	#4	#5	#6		-
	Consume	r/Family Survey	yes	yes	yes	yes			
0	PSP/IP D	oc Avail to all Staff	yes	yes	yes	yes	yes		
TO	IPP/Action	ns Implemented	yes	no	yes	yes	yes		· .
n S	Data for I	PP/Actions	yes	no & yes	yes	yes	yes		
	Data Inter	rnally Monitored	yes	no	yes	yes	yes		#18-08
Ĭ	Self Medi	cation Objective	yes	NA	NA	NA	NA		
7	Consume	r informed of grievance	Ĭ	į.					
T.	procedure	9	yes	yes	yes	yes	yes		
e	SL consu	mer choice of SL staff	yes	yes	yes	NA	NA		
	Rights Re	estrictions	NA	NA	NA	NA	NA		
	PSP/IP C	hecklist	yes	yes	yes	yes	yes		
C M	PSP/IP A	nnually?	no #2	yes	yes	yes	yes		
M	Individual	Needs Addressed?	yes	yes	yes	yes	yes		
T	Assessme	ent Based?	yes	yes	yes	yes	yes		
Ñ	Quartery	Reports?	no	yes & no	yes	no	yes		
Ž P U T	Incident F	Reports Addressed?	yes	yes	yes	yes	yes		
U	Behaviora	al Supports Addressed?	trying	NA	NA	NA	NA		
T	Functiona	I Analysis Needed?	NA	NA	NA	NA	NA		
, Belo	Free from	Aversive Procedures?	yes	yes	yes	yes	yes		

Comments: (regarding service planning and delivery)

#2 started receiving SL services in October 07 and had a special I.P. in January and did not have her intake PSP until March. EMI stated that it had been overlooked by the CM and they had asked the CM for a PSP meeting on several occasions.

Provider: EMI CS Eval Date: 5/7/2008

consumer #2 Hours per ICP:		<u> </u>	•••			
Actions per PSP IP	•	Evidence s	upport pro	vided cons	istently?	
1. At #2's home she will self administer her medications per T.A.		yes data sheet is present				
100% 30 consecutive days			•			
2. When presented with fire safty questions #2 will answer questions or	orrectly.	yes data sh	eet is prese	nt		
100% 5/5 sessions						
3. #2 will complete a monthly budget to be reviewed with SL staff week	ly	yes data sh	eet is prese	nt		
4. #2 will find employment in the community and maintain employment	with	not yet				
weekly follow along by supported employment.						
5 #2 will offend the De Coel environities 4 new week until completed			4			
5. #2 will attend the Be Cool curriculim 1 per week until completed.		not started	yet			
	· ·	-				
		<u></u>			······································	
Protocols:		Evidence st	aff clearly u	nderstood a	nd were able to	
		implement				
	-		···			
	•					
			- · ·			

Provider: EMI CS Eval Date: 5/21/2008

consumer #4 Hours per ICP:			
Actions per PSP IP		Evidence support provided consistently?	
1. #4 will contact his job coach one time per month.		yes data is present	
2. #4 will maintain a mileage log for work and volunteer activities an	nd submit	yes data is present	
to EMI			
3. #4 will submit costs for his cooking class ingredients to EMI each			
3. #4 will submit costs for his cooking class ingredients to Eivil each	i monui	yes data is present	
4. Gloria will assist #4 with determining if cost plan will pay for the p	urchase	yes data is present	
of new utility trailer with a ramp.		755 data is prosont	
Protocols:		Evidence staff clearly understood and were able to	
11000013.		implement protocol?	
		implement protocor:	

Provider: EMI CS Eval Date: 4/25/2008

consumer #5 Hours per ICP:		
Actions per PSP IP		Evidence support provided consistently?
1. #5 will participate in 30 min of exercise one time a week.	·	yes data was present
2. #5 will contact the job coach 2 times a month and have initial vocation	nal eval.	SE file yes
3. #5 will work on the cleaning crew one time a week.		yes data was present
4. Aware Case Manager will update referral for the Sidney area for cong.	.living.	doesn't want to move any more, I let CM know.
daywork and transportation.		
Protocols:		Evidence staff clearly understood and were able to
		implement protocol?
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	. .	
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		2)

Provider: EMI CS Eval Date: 5/21/2008

consumer #3 Hours per ICP:	
Actions per PSP IP	Evidence support provided consistently?
1. #3 will prepare meals including shopping, cooking and clean up for 3 hours	yes until 2-6-08 and then haven't been able to hire anyone.
each week.	
2. At Reynolds Grocery #3 will respond appropriately when customer ask	yes data was present
him for assistance. 1 time per week.	
3. Voc. Speicalist will make two contacts each month with #3, or Reynolds	yes data was present
staff reguarding his employment	you data was prosont
otan rogadising mo omprofitions	
4. #3 will participate in one-to-one activities including social outings up to 7 hrs.	no, not ever started, QAOS sheet #12-08
The will participate in one-to-one activities including social outlings up to 7 files.	TIO, NOT CACIT STRICES, SCHOOL #12-00
	<u> </u>
B ()	
Protocols:	Evidence staff clearly understood and were able to implement protocol?
5	
	<u>#</u>
1.11-10.11	

Provider: EMI CS Eval Date: 4/25/2008

consumer #6 Hours per ICP:						
Actions per PSP		Evidence	support pro	vided consi	istently?	
#6 will particitate in a varitey of exercise sessions two times weekly for a	t	yes data sl	heet present			
least 15 minute sessions.						
#6 will purchase his lunch one time weekly with staff assistance.			heet present			
#6 will enjoy social activities at the WAC.		yes data si	heet present			
#6 will clean the water fountain one time per week for pay.		yes data sl	neet present			
#6 will take out the garbages to the dumpster daily for pay.			neet present		-	
#6 will work on the EMI day crew at least one time weekly or more as ne	eded	yes/almost	daily.			
for pay.						
#6 will complete designated work duties at EMI.		yes data si	heet present			<u> </u>
Protocols:				inderstood ai	nd were able to	
		implement	protocol?			
W W-						
					·	
					-	
						•

Provider: EMI S.E. GH ITU WA

Eval Date: 4/24/2008

consumer #7 Hours per ICP: W-20.00 GH-55.31	
Actions per PSP IP	Evidence support provided consistently?
While eating lunch #7 will eat slowly with staff prompting as needed	yes data sheet present
daily in ITU and/or kitchen.	
2. When sorting shoes for recycling #7 will place rubber band on 10 pair of	yes data sheet present
shoes per T.A.	
3. After lunch, #7 will wash the dishes listed on TA	yes data sheet present
4. When sorting cloths for recyling in auto detail #7 will place clothes into	yes data sheet present
place as listed on TA	
5. While eating lunch, #7 will wipe his mouth when prompted.	yes data sheet present
6. At SEGH #7 will dress himself correctly. Putting shirt and pants on correctly daily	yes data sheet present
7. At SEGH #7 will reduce inappropriate behaviors of property destruction	yes data sheet present
physical aggression, SIB.	
8. At SEGH #7 will help with household chores of carring out garbage daily &	yes data sheet present
carring laundry baskets back to rooms.	
9. At SEGH after toileting #7 will wipe his bottom with staff assistance as needed	yes data sheet present
Protocols:	Evidence staff clearly understood and were able to implement protocol?
	,
Ti T	

Provider: EMI Step GH IUT WA

Eval Date: 4/24/2008

consumer #8 Hours per ICP: W-18.0 GH-46.01	
Actions per PSP	Evidence support provided consistently?
#8 will work on the computer 2 days per week for a minimum of 30 minutes WAC	yes data sheet present
WAC trainer will work with #8 to increase his computer skills this year.	
#8 will follow toileting schedule at WAC. See implementation strategy	yes data sheet present
#8 will follow toileting schedule at GH. See implementation strategy	yes data sheet present
#8 will by years end be attends free during awake hours. GH/day	yes data sheet present
#8 will continue to do his PT exercises at least 3 times per week at the GH.	ok, some days no data
#8 will walk with staff assistance at the WAC for at least 15 min each time	ok, hard to tell frequency/time
minimum 3 times per week.	
#8 will increase his strength for walking GH/day	
#8 will spend at least 60 min per week with staff at the GH	ok, hard to tell time spent
#8 will spend at least 60 min per week with staff at the WAC	yes data sheet present
#8 will spend more one-on-one time with staff this year.	
Protocols:	Evidence staff clearly understood and were able to implement protocol?

Provider: EMI GordonGH & WAC

Eval Date: 4/24/2008

consumer #9 Hours per ICP: W-15.0 GH-38.01	
Actions per PSP	Evidence support provided consistently?
#9 will eat lunch and drink an Ensure daily while at the WAC	yes data sheet present
#9 will drink an Ensure 3 times daily at the GH on non work days. 2 times	no data from Feburary and missing some for March
daily on work days.	QAOS sheet #16-08
#9 will eat all meals when presented at the group home on a daily basis.	no data from Feburary and missing some for March
#9 will maintain his health and weight	no data at GH
#9 will correctly answer 10 questions regarding behaviors toward young girls	yes data sheet present
at the WAC 1 time weekly.	
#9 correctly answer 10 questions regarding behaviors toward young girls at	yes data sheet present
GH 1 time weekly.	
#9 will stay safe and out of trouble by remaining in birds eye view of residential	yes, no data at GH
and vocational staff at all times.	
#9 will participate in 30 min one-to-one leisure activity each week at the GH.	yes data sheet present
#9 will participate in 30 min one-to-one leisure activity each week at the WAC.	yes data sheet present
#9 will increase his leisure activities.	yes data sheet present
Protocols:	Evidence staff clearly understood and were able to implement protocol?
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#I	

Provider: EMI BE GH WAC

Eval Date: 4/24/2008

consumer #10 Hours per ICP: W-10.0 GH-32.01	
Actions per PSP	Evidence support provided consistently?
#10 will participate in the exercise while you sit video one time a week at WAC	yes data sheet present
#10 will perform 5 known tasks per week for pay at EMI WAC	yes data sheet present
#10 will vacuum the back shop rugs one time a week.	yes data sheet present
#10 will earn a paycheck at EMI-WAC.	
#10 will go on a walk 2 times a week.BE GH	only one time per week 3-3, 2-3, 1-4, 12-4
#10 will go shopping for personal items 2 times a month BE GH.	
#10 will assist in perparing 1 meal each week. BE GH	yes data sheet present
#10 will participate in activities she enjoys. BE GH	craft projects
#10 will hve her hair fixed at least 2 times a week per her style. BE GH	not started yet, no documentation, but hair is done
#10 will have her fingernails trimmed and polished 1 time every 2 weeks.	not started yet, no documentation, but nails are done
10 will choose the nail color. BE GH	
#10 will look pretty. BE GH	
Protocols:	Evidence staff clearly understood and were able to implement protocol?

Provider: EMI Hafla GH WAC

Eval Date: 4/24/2008

consumer #11 Hours per ICP: W-10.0 GH-24.81	
Actions per PSP	Evidence support provided consistently?
#11 will participate in recreational/leisure activities 30 min 1 time per week WAC	yes data sheet present
#11 will increase his rec/leisure activities in the WAC	yes data sheet present
#11 will purchase a DVD player with the assistance of residential staff.	yes data sheet present
GH staff will show #11 how to operate his television and DVD unit as needed	yes data sheet present
Gh staff will show #11 how to handle CDs & DVD as needed	needs new videos
#11 will watch videos or listen to music representing Native American culture	needs new videos
at least weekly.	
#11 will enjoy exposure to his Native American cultural via television and	
DVD's/CDs.	
Protocois:	Evidence staff clearly understood and were able to implement protocol?
	Si

Provider: EMI SL WAC

Eval Date: 4/24/2008

consumer #12	Hours per ICP: W-8.0 SL-Base							
Actions per PSP			Evidence	support pro		stently?		
#12 will visit with Job Coach re: Career changes			yes data sh	eet present				
#12 will visit area flower shops and	green houses.				· · · <u>-</u>		_	
#12 will be employed at a flower sho	pp or nursery.							
She will have the opportunity to visit	providers in the area of Billings suc	h as						
COR, STEP, RSD.							•	
Case Manager will place #12's name	e on the port list.							
#12 will reside in Billings.								
Family will assist with transportation	and arranging this visit.			yes data sh				
#12 will finance this trip				yes data sh	eet present			
#12 will see her daughter.				yes data sh	eet present			
			<u> </u>					
			<u></u>					
Protocols:			Evidence	staff clearly u	nderstood ar	nd were able	e to impleme	nt protocol?
	•							
		-						

Provider: EMI SL WAC

Eval Date: 5/7/2008

consumer #13 Hours per ICP: W-9.0 SL-Base	
Actions per PSP IP	Evidence support provided consistently?
#13 will clean his appartment at least 1 per week SL will monitor	yes data sheet present
#13 will correctly answer fire satey review questions 1 per month. SL	yes data sheet present
#13 will correctly answer emergancy skills review question 1per month. SL	yes data sheet present
When #13 assists with sweeping the woodshop on previous Friday , and on	yes data sheet present
M, T, W he will be allowed to go home at 2:00 break on Thursday.	
Once a week contigent on displaying appropriate behavior, Training Specilist	yes data sheet present
will assist #13 in writing a letter.	
#13 will earn a pop when he sweeps and mops the back shop and wages.	yes data sheet present
Protocols:	Evidence staff clearly understood and were able to implement protocol?
	
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Provider: EMI SL WAC

Eval Date: 4/24/2008

consumer #14 Hours per ICP: W-10.0 SL-48.5	
Actions per PSP	Evidence support provided consistently?
#14 will review a safety smart II video one time weekly with SL trainer.	yes data sheet present
#14 will review people smart II video one time weekly until completed with SL tr.	yes data sheet present
#14 will review fire safety one time monthly with SL trainer	yes data sheet present
#14 will reside safely in his apartment independently.	yes data sheet present
#14 will participate with the lawn crew one time weekly during the mowing sea.	yes data sheet present
#14 will participate in smart trust with WAC trainer one time weekly.	yes data sheet present
Upon conpletion of Smart trust, #14 will participate in Date Smart II with	
WAC trainer one time weekly.	
#14 will work and earn a wage.	recycling
#14 will arrange a vocational evaluation with supportive employment.	
#14 will be evaluated by Supported Employment.	
Protocols:	Evidence staff clearly understood and were able to implement protocol?
· <u></u>	
· · · · · · · · · · · · · · · · · · ·	
	1

Provider: EMI Glendive Nolan GH

Eval Date: 5/7/2008

consumer #15 Hours per ICP WAC - 20.00 GH - 49.81	
Actions per PSP	Evidence support provided consistently?
Nolan Group Home Manager will research possible vacation sites that #15	No progress QAOS #6-08
would like.	
Notan Group Home Manager will notify the team of vacation destination,	No progress QAOS #6-08
transportation arrangeents and cost.	
GH Manager will arrange for staff to accompany #15 on his vacation.	No progress
#15 will take a staff assisted vacation.	No progress QAOS #6-08
#15 will cruch cans each workday for 15 minutes.	yes data sheet present
Three times each week, #15 will bundle newspapers for 15 minutes.	yes data sheet present
#15 will carry two empty can racks after crushing cans daily.	no data from 8-30-07 until 4-15-08 QAOS #10-08
# will stay busy at the day program.	
Hab Tech II will arrange for a Physical Therap evaluation and transportation.	done
Hab Tech II will assist #15 with purchasing any needed PT equipment.	done
#15 will follow the prescribed Physical Therapy treatment plan.	yes data sheet present
Protocols:	Evidence staff clearly understood and were able to implement protocol?

Provider: EMI Glendive Brockway GH

Eval Date: 5/7/2008

consumer #16 Hours per ICP WAC - 20.00 GH - 35.21	
Actions per PSP	Evidence support provided consistently?
With assistance from staff, #16 will follow prescribed PT & OT exercises at the WA	C. yes data sheet present
At the WAC #16 will manipulate her halo rings for fifteen minutes daily.	yes data sheet present
At the WAC #16 will have her left arm in wedge for fifteen minutes 3 xs daily.	yes data sheet present
At the GH #16 will wheel herself to the dining room for meals and snacks	discontinued
with staff assistance to guide her.	
#16 will maintain her health and stay mobile.	
Dustancia	IT illenes staff stands and and and an extend to the stands are stands and an extend to the stands are stands as the stands are stands are stands as the stands ar
Protocols:	Evidence staff clearly understood and were able to implement protocol?
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Provider: EMI Glendive Wyoming GH

Eval Date: 5/7/2008

Evidence support provided consistently?
yes data sheet present
refused
Only done in January and April QAOS #13-08
Only done in January and April QAOS #13-08
yes data sheet present
yes data sheet present
Evidence staff clearly understood and were able to implement protocol?

Agency: EMI SL CS Evaluator: Kathleen Kaiser, QIS

Residenti	ial Site Checklist: check if evidenced or ma	_	of site revie			Appendition QAOS
ite Name		SL-#12	SL-#13	SL-#14	CS-#2	
	Bathing procedures posted	NA	NA	yes	yes	7
3	Clean/Sanitary Environment	yes	yes	yes	yes	
Hea	Egress	yes	yes	yes	yes	
a	Hot Water Temps Emergency Assistance	118	8 120 yes yes yes yes yes	120	117	
		yes		yes	yes	
4.0	Fire Extinguishers/smoke Detectors	yes		yes	no smoke detector	#17-08
ň	1st Aid/CPR Supplies Accessible/Available	yes yes		yes	yes	
100,00	PRN Medications			yes	yes	
S	Medication Procedures	NA	NA	yes	yes	7
Ä	Medication Locked Storage	NA	NA	yes	yes	
Safety	Medication Administration Records	NA	NA	yes	yes	
7	Staff Ratios or ICP staffing	yes	yes	yes	yes	
7	Awake Overnight Staff	NA	NA	NA	NA NA	
U	Adequate Supplies	yes	yes	yes	yes	
y ?	Storage of Supplies	yes	yes	yes	yes	
	Free from aversive procedures?	yes	yes	yes	yes	-
D.	Weekly integrated activities	yes	yes	yes	yes	
	House or Site Rules	yes	yes	yes	yes	
a	Opp for choice, self determination	yes	yes	yes	yes	
i	Meal Prep, Mealtime	yes	yes	yes	yes	
-	Engagement in Daily Life	yes	yes	yes	yes	
I.	Participation in Daily Living Skills	yes	yes	yes	yes	
D.	Daily Leisure Opportunities	yes	yes	yes	yes	
1.7	Staff Trained in Individual Specifics	yes	yes	yes	yes	

Agency: EMI Glendive Evaluators Cindy Frederickson

sidentia	al Site Checklist: check if evidenced or ma	_	of site revie	ewed				Appendi or QAOS
Name		Nolan		Wyoming				
	Bathing procedures posted	yes	yes	ye		1	<u> </u>	
÷ f	Clean/Sanitary Environment	yes yes 110 yes 8-May yes No	yes	yes		195		#19-08
e	Egress							
H e a l	Hot Water Temps							
10	Emergency Assistance							
ŧ	Fire Extinguishers/smoke Detectors							
h	1st Aid/CPR Supplies Accessible/Available							
	PRN Medications				PRN			#11-08
S .	Medication Procedures	yes	yes	yes				
Safety	Medication Locked Storage	yes	yes	yes				
	Medication Administration Records	yes	yes	yes				
Ä	Staff Ratios or ICP staffing	yes	yes	yes				
2	Awake Overnight Staff	yes	yes	yes				
Ļ	Adequate Supplies	yes	yes	yes				
y	Storage of Supplies	yes	yes	yes				
36.0	Free from aversive procedures?	yes	yes	yes				
<i>D</i> .	Weekly integrated activities	see below	yes	see below				
D	House or Site Rules	yes	yes	yes				
a	Opp for choice, self determination	yes	yes	yes				
i	Meal Prep, Mealtime	yes	yes	yes				
ŧ.	Engagement in Daily Life	yes	yes	yes				
H	Participation in Daily Living Skills	yes	yes	yes				
VA.	Daily Leisure Opportunities	ok	excellent	ok				
4	Staff Trained in Individual Specifics	yes	yes	yes	i			
ne Grou	is: Integrated activities into the community needs in the property of the prop							#19-08

Agency: EMI Evaluators Cindy Fredickson

e Checklist: check if evidenced or mare ling procedures posted an/Sanitary Environment less Water Temps lergency Assistance Extinguishers/smoke Detectors Aid/CPR Supplies Accessible/Available I Medications lication Procedures lication Locked Storage lication Administration Records of Ratios or ICP staffing like Overnight Staff liquate Supplies lergency Assistance leading Accessible/Available lication Procedures lication Procedures lication Administration Records of Ratios or ICP staffing like Overnight Staff liquate Supplies lication aversive procedures?	S. Earling yes yes yes 101 yes	Stephanie yes yes yes	Gordon yes no yes 101 yes	BoxElder not posted yes yes 108 yes no yes	yes yes yes		#15-08 #14-08
In/Sanitary Environment Pess Water Temps Pergency Assistance Extinguishers/smoke Detectors Aid/CPR Supplies Accessible/Available I Medications Ication Procedures Ication Locked Storage Ication Administration Records If Ratios or ICP staffing Ike Overnight Staff Iquate Supplies Icage of Supplies	yes	yes	yes no yes 101 yes	yes yes no yes	yes		
In/Sanitary Environment Pess Water Temps Pergency Assistance Extinguishers/smoke Detectors Aid/CPR Supplies Accessible/Available I Medications Ication Procedures Ication Locked Storage Ication Administration Records If Ratios or ICP staffing Ike Overnight Staff Iquate Supplies Icage of Supplies	yes 101 yes	yes 105 yes	yes	yes yes no yes	yes		#14-08
Water Temps ergency Assistance Extinguishers/smoke Detectors Aid/CPR Supplies Accessible/Available I Medications ication Procedures ication Locked Storage ication Administration Records If Ratios or ICP staffing ke Overnight Staff quate Supplies age of Supplies	yes	yes 105 yes	yes	yes 108 yes no yes yes yes yes yes yes yes yes	yes 110 yes		#14-08
Water Temps ergency Assistance Extinguishers/smoke Detectors Aid/CPR Supplies Accessible/Available I Medications ication Procedures ication Locked Storage ication Administration Records f Ratios or ICP staffing ke Overnight Staff quate Supplies age of Supplies	yes	yes	yes	yes no yes yes yes yes yes yes yes yes yes	yes yes yes yes yes yes yes yes		#14-08
Extinguishers/smoke Detectors Aid/CPR Supplies Accessible/Available I Medications ication Procedures ication Locked Storage ication Administration Records f Ratios or ICP staffing ke Overnight Staff quate Supplies age of Supplies	yes	yes yes yes yes yes yes yes yes yes	yes yes yes yes yes yes yes yes yes	yes yes yes yes yes yes yes yes	yes yes yes yes yes yes yes		#14-08
Aid/CPR Supplies Accessible/Available I Medications ication Procedures ication Locked Storage ication Administration Records f Ratios or ICP staffing ke Overnight Staff quate Supplies age of Supplies	yes yes yes yes yes yes yes yes yes	yes yes yes yes yes yes yes yes	yes yes yes yes yes yes yes	yes yes yes yes yes yes yes yes	yes yes yes yes yes yes yes		#14-08
I Medications ication Procedures ication Locked Storage ication Administration Records f Ratios or ICP staffing ke Overnight Staff quate Supplies age of Supplies	yes yes yes yes yes yes	yes yes yes yes yes yes	yes yes yes yes yes yes	yes yes yes yes yes yes	yes yes yes yes yes		
ication Procedures ication Locked Storage ication Administration Records f Ratios or ICP staffing ke Overnight Staff quate Supplies age of Supplies	yes yes yes yes yes yes	yes yes yes yes yes	yes yes yes yes yes	yes yes yes yes yes	yes yes yes yes		
ication Locked Storage ication Administration Records f Ratios or ICP staffing ke Overnight Staff quate Supplies age of Supplies	yes yes yes yes yes yes	yes yes yes yes yes	yes yes yes yes yes	yes yes yes yes yes	yes yes yes yes		
ication Administration Records f Ratios or ICP staffing ke Overnight Staff quate Supplies age of Supplies	yes yes yes yes yes	yes yes yes yes	yes yes yes yes	yes yes yes yes	yes yes yes		
ication Administration Records f Ratios or ICP staffing ke Overnight Staff quate Supplies age of Supplies	yes yes yes yes	yes yes yes yes	yes yes yes yes	yes yes yes yes	yes yes		
ke Overnight Staff quate Supplies age of Supplies	yes yes yes	yes yes	yes yes	yes yes	yes		
quate Supplies age of Supplies	yes yes	yes	yes	yes	·		
quate Supplies age of Supplies	yes	-	yes	yes	yes		
	+*	yes	V00	 			
from aversive procedures?	†*		yes	yes	yes		
	yes	yes	yes	yes	yes		
ekly integrated activities	yes	yes	yes	yes	yes	0)	
se or Site Rules	yes	yes	yes	yes	yes		
for choice, self determination	yes	yes	yes	yes	yes		
l Prep, Mealtime	yes	yes	yes	yes	yes		
agement in Daily Life	yes	yes	excellent	yes	yes		
icipation in Daily Living Skills	yes	yes	yes	yes	yes		
Leisure Opportunities	yes	yes	no	yes	yes		#5-08
f Trained in Individual Specifics	yes	yes	yes	yes	yes		
bed rooms need to be cleaned on a regu dinner was served family style and a con- ts from the staff.	ılar basis. ısumer was	in the show	er and was	served warr	m food an ho	our late with ou	# 14-08 ut any
ll e id y f	Prep, Mealtime Igement in Daily Life Cipation in Daily Living Skills Leisure Opportunities Trained in Individual Specifics The out of three smoke detectors that were open rooms need to be cleaned on a regulationer was served family style and a construction of the staff.	Prep, Mealtime yes Igement in Daily Life yes Cipation in Daily Living Skills yes Leisure Opportunities yes Trained in Individual Specifics yes In e out of three smoke detectors that were tested were ded rooms need to be cleaned on a regular basis. In this staff.	Prep, Mealtime yes yes yes yes yes yes yes yes yes ye	Prep, Mealtime yes yes yes excellent yes yes excellent yes yes yes excellent yes	Prep, Mealtime yes yes yes yes gement in Daily Life yes yes yes excellent yes	Prep, Mealtime yes yes yes yes yes yes yes yes yes ye	Prep, Mealtime yes yes yes yes yes yes yes yes yes ye

Agency: EMI Evaluator: Kathleen Kaiser, QIS

		7						Appen
	tial Site Checklist: check if evidenced	-	1	75	Ta:			or QAC
e Nam		South E.	Hafla	Stephanie	-	Gordon		
4 5 6	Driver Orientation Program	yes	yes	yes	yes	yes	1	
1 (1) 2 (1)	Wheelchair tie downs	yes	yes	yes	NA	NA		
ransportat	Wheelchair Lift	yes	yes	yes	NA	NA		
a	Driver's Licenses	yes	yes	yes	yes	yes		
n	Emergency Supplies	yes	yes	yes	yes	yes		
S	Fire Extinguisher	yes	yes	yes	yes	yes		
D.	Transportation Log	yes	yes	yes	yes	yes		
K.	Scheduled Maintenance Program	yes	yes	yes	yes	yes		
¥	TrainingStaff Doing Maintenance Checks	yes	yes	yes	yes	yes		
I	Procedures for Timely Repairs	yes	yes	yes	ves	yes		
T	MDT inspection on file (MDT vehicles only)	<u> </u>	1	Ý		1		
Ō n								
<u>nm</u> ei	nts:	•						

Agency: EMI

Evaluators Sandy Carpenter, QIS and Kathleen Kaiser, QIS

	rvey: check if 'met', 0 if 'unmet'		lo-	LIZAL	1. 5	11.0	In.	Invi	or QAO
ff Initi	· · · · · · · · · · · · · · · · · · ·	DS	DT	KN	LR	LC	PW	RW	#9-08
A	Allegations are reported to? (APS)	no	yes	no	no	no	yes	no	
b	Do you notify Supervisor first? (NO)	yes	no	no	no	no		no	
u	Steps to take if abuse is discovered? Comments: they would report abuse to the	<u>, L</u>		no		yes	no	yes	
Abuse	Comments taley would report abuse to all	Sil Gaporvio	or and not re		e was no n	iendon or w	riding air it v.		
and the same	Suspect theft of gloves, steps to take?	yes	yes	yes		yes		yes	
rights	IP/PSP requests Doctors appt				yes				
	No jacket, -25 consumer wants to leave	yes	yes	yes	yes	yes	yes	yes	
5	Review Rts Restriction			NA		NA	yes		
b	describe consumer behaviors staff response to behaviors by plan	yes yes	yes yes	yes yes	yes yes	yes yes	yes	yes	
į.							yes	yes	_
U	list proactive or environmental strategies		yes	yes	yes	yes	no	no	
0	Comments:								
	former employee wants info	yes	yes	yes	yes	yes		yes	
4,-0	what is consumer information?	yes	yes	yes		yes		yes	
Ļ	training to meet health and safety needs?	yes	yes	yes	yes	yes	yes		
	emergency evacuation procedures?	<u></u>		yes		yes	yes	yes	
orientation	Comments:								

Agency: EMI Glendive

Evaluators Kathleen Kaiser, QIS

taff Sur	vey: check if 'met', 0 if 'unmet'							Appendix or QAOS
taff Initia	als	RP	BB	PS				
A	Allegations are reported to? (APS)	no	no	yes				#9-08
1	Do you notify Supervisor first? (NO)	yes	yes	yes				1
	Steps to take if abuse is discovered?	yes	yes	yes				1
Abuse	Comments: They would report abuse to	their supervis	sor and not	APS, and no	mention or	writing an	IR.	
-	Suspect theft of gloves, steps to take?	yes	yes	yes			<u> </u>	
100	IP/PSP requests Doctors appt							1
rights	No jacket, -25 consumer wants to leave	yes	yes	yes				1
	Review Rts Restriction	ŇA	ľ	NA	i i			1
b	describe consumer behaviors staff response to behaviors by plan	yes yes	yes yes	yes yes				
U	list proactive or environmental strategies		yes	yes				1
m P	Comments:							
•	former employee wants info	yes	yes	yes	,			
	what is consumer information?	yes	yes	yes		•		4
1	training to meet health and safety needs'	? no	yes	no				1
幂 .	emergency evacuation procedures?		yes	yes				4
orientation	Comments:							

Agency: EMI Evaluators Sandy Carpenter, QIS and Kathleen Kaiser, QIS

ff Initials			rrect answ	v.					or QAOS
n de e if r		DS	DT	KN	LR	LC	PW	RW	
e if	escribe procedure to assist with meds	yes	yes	yes		yes	yes	NA	
The second	med is unavailable?			yes		yes	yes	NA	
L III մ	gave wrong med?	yes	yes	yes		yes			
i f r	moving to a new place or gets new med?			yes					7
re	equirement to assist with meds?			yes	yes		yes		
de	escribe PRN or OTC is to be given			yes		yes			
2 wr	hat constitutes a med error?			yes	yes				
de if red if great de who constructions									
ste	eps to avoid power struggles			yes	yes	yes	yes	yes	
T ho	ow to respond to someone who is upset	yes	yes	yes		yes		yes	
🛂 wr	hat is you start to lose control?	yes	yes	yes	yes	yes	yes	yes	
7	the and a constitution is a second and a second of the sec	VOC		The state of the s		yes			
wh	hen do you fill out an incident report?	yes		yes		yes	yes	yes	
wi no	nen do you fill out an incident report? otifications for ER?	yes		yes	yes	yes	yes	yes	
no		lyes	yes	yes	yes	yes	yes	yes	

Agency: EMI Glendive Evaluator: Kathleen Kaiser, QIS

ıı surv	vey: check if 'met', 0 if 'unmet' with notati	on of inco	rroot anew	or.					Appendi or QAOS
ff Initia		IRP	BB	PS PS	1		T	<u> </u>	or QAUS
	describe procedure to assist with meds	yes	yes	yes		1	1		-
#	if med is unavailable?	yes	yes	yes			1		-
ă	if gave wrong med?	yes	yes	yes		1	1		1
	if moving to a new place or gets new med?		- 	1/				<u> </u>	1
l	requirement to assist with meds?				***		<u> </u>		1
nedications	describe PRN or OTC is to be given	yes	yes	yes			<u> </u>	· -	7
7	what constitutes a med error?	,	7	,,,,,					1
U	Comments:		'		-	.L.			1
Ĭ									
Ō.									
ă.									1
									1
)									
	steps to avoid power struggles	yes	yes	yes					
	how to respond to someone who is upset	yes	yes	yes					7
v_{t}	what is you start to lose control?	yes	yes	yes					7
	Comments:						•	<u> </u>	1
B Ji									1
									1
À									
	when do you fill out an incident report?	yes	yes	yes	<u> </u>				
<u>C</u>	when do you fill out an incident report? notifications for ER?	yes yes	yes no	yes no					
									-
C	notifications for ER? consumer to consumer incidents	yes yes	no yes	no yes					
	notifications for ER? consumer to consumer incidents who writes the IR?	yes	no	no					
	notifications for ER? consumer to consumer incidents	yes yes	no yes	no yes					
	notifications for ER? consumer to consumer incidents who writes the IR?	yes yes	no yes	no yes					
	notifications for ER? consumer to consumer incidents who writes the IR?	yes yes	no yes	no yes					
	notifications for ER? consumer to consumer incidents who writes the IR?	yes yes	no yes	no yes					
	notifications for ER? consumer to consumer incidents who writes the IR?	yes yes	no yes	no yes					

Agency: EMI
Evaluators Sandy Carpenter QIS and Kathleen Kaiser

f Initials DS DT KN LR LC PW RW	consumer destroying things staff pinches consumer back how do you know a support plan is needed? What is IP/PSP based on? you have an idea for an objective why do assessments? How do you find out what someone would like to do? Comments: DS DT KN LR LC PW RW yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes Tomments:	aff Sur	vey: check if 'met', 0 if 'unmet' with notati	on of inco	orrect answ	ver					Append or QAO
staff pinches consumer back how do you know a support plan is needed? What is IP/PSP based on? yes yes yes yes yes yes yes ye	staff pinches consumer back how do you know a support plan is needed? Comments: what is IP/PSP based on? yes						LR	LC	PW	RW	
what is IP/PSP based on? no yes no yes yes no #9-08 you have an idea for an objective yes yes yes yes why do assessments? yes yes yes How do you find out what someone would yes	what is IP/PSP based on? no yes no yes yes no yes		consumer destroying things	yes		yes		yes	yes	yes	
what is IP/PSP based on? no yes no yes yes no #9-08 you have an idea for an objective yes yes yes yes why do assessments? yes yes yes How do you find out what someone would yes	what is IP/PSP based on? no yes no yes yes no yes	ĕ	staff pinches consumer back	yes	yes	yes	yes	yes			
what is IP/PSP based on? no yes no yes yes no #9-08 you have an idea for an objective yes yes yes yes why do assessments? yes yes yes How do you find out what someone would yes	what is IP/PSP based on? no yes no yes yes no yes	h		?	yes		yes		yes	yes	
what is IP/PSP based on? no yes no yes yes no #9-08 you have an idea for an objective yes yes yes yes why do assessments? yes yes yes How do you find out what someone would yes	what is IP/PSP based on? no yes no yes yes no yes	Yior	Comments.								
why do assessments? yes yes yes	why do assessments? How do you find out what someone would like to do? Comments: Several staff didn't know what a PSP was based on,			_	yes	no	yes	yes		no	#9-08
Why do assessments? How do you find out what someone would like to do? Comments: Several staff didn't know what a PSP was based on,	like to do? Comments: Several staff didn't know what a PSP was based on,			yes				yes	yes	yes	
How do you find out what someone would like to do? Comments: Several staff didn't know what a PSP was based on,	like to do? Comments: Several staff didn't know what a PSP was based on,							yes	yes	yes	
Comments: Several staff didn't know what a PSP was based on,		75			yes		yes				

Agency: EMI Glendive Evaluator: Kathleen Kaiser, QIS

- 65 0	and the second of the second o								Appendix
aff Initi	rvey: check if 'met', 0 if 'unmet' with notatio	RP	BB	PS			1	<u> </u>	or QAOS
	consumer destroying things	yes			+	<u> </u>	<u> </u>	 	-
E	staff pinches consumer back	no	yes	yes		1			-
=			yes	yes	_	 		-	4
	how do you know a support plan is needed? Comments:	<u> </u>							
behaviors	Comments.								
	what is IP/PSP based on?	yes	yes	yes				T	
	you have an idea for an objective	yes	yes	yes					_
I .	why do assessments?	yes	no	yes	+		<u></u>		4
	How do you find out what someone would	1							
3	like to do? Comments:	yes		yes					_
nmen	nts:								

Agency: EMI WAC GH SL Evaluators Sandy Carpenter, QIS

sumer intials	onnaire (used by QIS). Check if evidenced. 0 if not a community supports	#7	#8	#9	#10	#11	#12	or QAO
	vsID card? (if PSP documents this is not applicable, mark NA)	777	 -	#5	#10	#11	#12	-
	nave nice staff at home/work?						ves	
	ne mean to you at home/work?	<u> </u>					no	
Do you l	ike where you live/work?					 	yes	1
	ever afraid of anyone?						Ino	1
Somoor	ne hits/hurts you, who can you tell?						CM, traine	r
	nyone talk to you about this?						yes	j
	get help when you need it?						yes	1
<u> </u>	from staff?						yes	1
Can you	from Case Manager?						yes	1
	get your own food/drink?				i i		yes	1
	ole come into your house/room w/o						yes	1
	knocking/permission?							1
Do staff	ever take things from you?						no	1
Can you	get rides to places you need to go?						yes	1
Rides to	the places you want to go?						yes]
	your Case Manager?						ED	
	he talk to you about waiver services?						yes	
Does s/	he help you get what you need?			-,			yes	1
nments:								

Agency: EMI WAC GH SL Evaluators Sandy Carpenter, QIS and Kathleen Kaiser QIS

sumer Questio	nnaire (used by QIS).	Check if evide	enced. Oif not a	ske Bolded	questions a	re mandat	orv			Appendix or QAOS
sumer intials		The street of th	Tional of the total	#13	#14	T Thanaa	1	·	- T	01 42700
	sID card? (if PSP docume	nts this is not applic	cable, mark NA)			1				┥
	ave nice staff at home/			yes	ves				***	7
	e mean to you at home/			no	no	******				-
Do you li	ke where you live/work			yes	yes					7
	ever afraid of anyone?			no	no					┪
	e hits/hurts you, who	can you tell?		trainer	trainer					1
Does an	yone talk to you about	t this?		yes	yes				-	7
Can you	get help when you need	d it?		yes	yes					7
2	from staff			yes	yes					
Can you	from Cas	e Manager?		yes	yes					7
	get your own food/drink			yes	ves					7
	e come into your house			no	sometime	s				1
	knocking/permission								·	1
Do staff	ever take things from yo			no	no	1				1
Can you	get rides to places you			yes	yes					7
	the places you want to			yes	yes					1
	our Case Manager?	<u> </u>		KP	ED					1
	e talk to you about wa	aiver services	?	yes	yes				-	1
	e help you get what y		-	yes	yes					1
nments:										

Agency: EMI CS Evaluators Kathleen Kaiser, QIS

Insumer intials Community Supports #2 #3 #4 #5 #6 Insumer has/showsID card? (if PSP documents this is not applicable, mark NA)	nsumer Oues	stionnaire (used by OIS). Check if evidenced. O if n	ot aske Bolder	l augetione	ara manda	ton		Append or QAO
Do you have nice staff at home/work? Is anyone mean to you at home/work? Is anyone mean to you at home/work? Is anyone mean to you dever afraid of anyone? Are you ever afraid of anyone? Someone hits/hurts you, who can you tell? CM Mom family staff Does anyone talk to you about this? CM CM CM Can you get help when you need it? yes yes yes yes from Saff? yes yes yes yes from Case Manager? Can you get your own food/drink? Do staff ever take things from you? Do staff ever take things from you? Rides to the places you need to go? Who is your Case Manager? LS GG GG ED Does s/he talk to you about waiver services? no yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes Yes yes yes yes Yes yes yes yes Yes yes yes yes yes Yes yes yes yes yes Yes yes yes yes yes Yes yes yes yes yes Yes yes yes yes yes yes Yes yes yes yes yes yes yes Yes yes yes yes yes yes yes yes yes yes y	nsumer intials	Community Supports	#2	#3	#4		I#6	Or QAO
Do you have nice staff at home/work? Is anyone mean to you at home/work? Do you like where you live/work? Are you ever afraid of anyone? Someone hits/hurts you, who can you tell? CM Mom family staff Does anyone talk to you about this? CM CM CM CM Can you get help when you need it? yes yes yes yes from Case Manager? yes yes yes yes Can you get your own food/drink? Do people come into your house/room w/o knocking/permission? Do staff ever take things from you? Can you get rides to places you need to go? Rides to the places you want to go? Who is your Case Manager? LS GG GG ED Does s/he help you get what you need? yes yes yes yes yes yes yes yes ye				- I" -	"'	110		
Is anyone mean to you at home/work? Do you like where you live/work? Are you ever afraid of anyone? Someone hits/hurts you, who can you tell? CM Mom family staff Does anyone talk to you about this? CM CM CM CM Can you get help when you need it? yes yes yes yes from staff? yes yes yes yes from Case Manager? Can you get your own food/drink? Do people come into your house/room w/o Nocking/permission? Do staff ever take things from you? Can you get rides to places you need to go? Rides to the places you want to go? Who is your Case Manager? LS GG GG ED Does s/he help you get what you need? yes yes yes yes yes yes yes yes yes yes yes	Do vo		no	ves	ves	ves		
Do you like where you livework? Are you ever afraid of anyone? Someone hits/hurts you, who can you tell? CM Mom family staff Does anyone talk to you about this? CM CM CM CM Can you get help when you need it? yes yes yes yes yes from Case Manager? yes yes yes yes yes Can you get your own food/drink? Do people come into your house/room w/o No no no no no knocking/permission? Do staff ever take things from you? Can you get rides to places you need to go? Rides to the places you want to go? Who is your Case Manager? LS GG GG ED Does s/he talk to you about waiver services? Does s/he help you get what you need? yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes	Is an			/				
Are you ever afraid of anyone? Someone hits/hurts you, who can you tell? CM Mom family staff Does anyone talk to you about this? CM CM CM CM Can you get help when you need it? yes yes yes yes from Staff? yes yes yes yes from Case Manager? Can you get your own food/drink? Do people come into your house/room w/o knocking/permission? Do staff ever take things from you? Can you get rides to places you need to go? Rides to the places you want to go? Who is your Case Manager? LS GG GG ED Does s/he talk to you about waiver services? Does s/he help you get what you need? PM Mom family staff CM CM CM CM CM CM CM CM CM CM CM	= IDO VO						<u> </u>	
Someone hits/hurts you, who can you tell? Does anyone talk to you about this? CM CM CM CM Can you get help when you need it? yes yes yes yes from staff? yes yes yes yes from Case Manager? yes yes yes yes Can you get your own food/drink? yes yes yes yes yes Can you get your own food/drink? Do people come into your house/room w/o no no no no knocking/permission? Do staff ever take things from you? Can you get rides to places you need to go? Rides to the places you want to go? Who is your Case Manager? LS GG GG ED Does s/he talk to you about waiver services? no yes yes yes yes yes yes yes yes yes	Are v	<u> </u>	no					
Can you get help when you need it? from staff? yes yes yes yes yes from Case Manager? yes yes yes yes yes Can you get your own food/drink? Do people come into your house/room w/o knocking/permission? Do staff ever take things from you? Can you get rides to places you need to go? Rides to the places you want to go? Who is your Case Manager? LS GG GG ED Does s/he help you get what you need? yes yes yes yes yes yes yes yes y	- I Some	eone hits/hurts you, who can you tell?		Mom	family	staff		
Can you get help when you need it? from staff? yes yes yes yes yes from Case Manager? yes yes yes yes yes Can you get your own food/drink? Do people come into your house/room w/o knocking/permission? Do staff ever take things from you? Can you get rides to places you need to go? Rides to the places you want to go? Who is your Case Manager? LS GG GG ED Does s/he help you get what you need? yes yes yes yes yes yes yes yes y	Does	anyone talk to you about this?	СМ	СМ	СМ	СМ		
from staff? from Case Manager? Can you get your own food/drink? Do people come into your house/room w/o knocking/permission? Do staff ever take things from you? Can you get rides to places you need to go? Rides to the places you want to go? Who is your Case Manager? Does s/he talk to you about waiver services? Does s/he help you get what you need? yes yes yes yes yes yes yes yes yes yes		ou get help when you need it?	yes	yes	yes	yes		
Do people come into your house/room w/o knocking/permission? Do staff ever take things from you? Can you get rides to places you need to go? Rides to the places you want to go? Who is your Case Manager? Does s/he talk to you about waiver services? Does s/he help you get what you need? yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes	D		yes	yes	yes	yes		
Do people come into your house/room w/o knocking/permission? Do staff ever take things from you? Can you get rides to places you need to go? Rides to the places you want to go? Who is your Case Manager? Does s/he talk to you about waiver services? Does s/he help you get what you need? yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes yes		from Case Manager?	yes	yes	yes	yes		
Do people come into your house/room w/o knocking/permission? Do staff ever take things from you? Can you get rides to places you need to go? Rides to the places you want to go? Who is your Case Manager? Does s/he talk to you about waiver services? Does s/he help you get what you need? Does s/he help you get what you need? No		ou get your own food/drink?	yes	yes	yes	yes		
Do staff ever take things from you? Can you get rides to places you need to go? Rides to the places you want to go? Who is your Case Manager? Does s/he talk to you about waiver services? Does s/he help you get what you need? In o no	Do pe		no	no	no	no		
Can you get rides to places you need to go? Rides to the places you want to go? Who is your Case Manager? LS GG GG ED Does s/he talk to you about waiver services? no yes yes yes yes yes yes yes ye		knocking/permission?						
Can you get rides to places you need to go? Rides to the places you want to go? Who is your Case Manager? LS GG GG ED Does s/he talk to you about waiver services? no yes yes yes yes yes yes yes ye	Do st		no	no	no	no		
Who is your Case Manager? Does s/he talk to you about waiver services? Does s/he help you get what you need? LS GG GG ED no yes yes yes yes yes	Can		yes	yes	yes	yes		
Does s/he talk to you about waiver services? Does s/he help you get what you need? yes yes yes yes				yes	yes	yes		
Does s/he help you get what you need? yes yes yes			LS	GG	GG	ED		
			no	yes	yes	yes		
mments:	Does	s/he help you get what you need?	yes	yes	yes	yes		

Agency: EMI WAC GH SL Evaluators Sandy Car penter, QIS and Kathleen Kaiser, QIS

Who helps this person and how? staff	
Are there some staff/peers they like better? yes yes yes yes yes yes Staff/peers they don't like? Why? peer no	
Staff/peers they don't like? Why? Current needs not being met? no no no no no no no no no n	
Current needs not being met? No	
Health and Safety related? Who do you talk to about these concerns? supervisor supervis	<u></u>
Who do you talk to about these concerns? supervisor supervisor supervisor supervisor Does the person have input to his/her life? yes yes yes yes yes yes yes lif you have concerns, who do you talk to? supervisor supervisor supervisor supervisor are they resolved? yes some yes yes sometimes What are this persons wishes/dreams? family family health health family is the plan moving that direction? yes yes yes yes yes yes what would make things better? \$ family food 1 on 1 DVD's does this person ever seem afraid? no	
Does the person have input to his/her life? yes yes yes yes yes yes lif you have concerns, who do you talk to? supervisor	
If you have concerns, who do you talk to? are they resolved? yes some yes yes sometimes What are this persons wishes/dreams? is the plan moving that direction? yes yes yes yes yes what would make things better? family family health health family is the plan moving that direction? yes yes yes yes what would make things better? family food 1 on 1 DVD's does this person ever seem afraid? no no no no no are you afraid for them? no no no no Does this person know how or where to report abuse? who provided that training? supervisor supervisor supervisor supervisor supervisor who provided that info? supervisor supervisor supervisor supervisor supervisor who provided that info? supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor supervisor	
are they resolved? What are this persons wishes/dreams? is the plan moving that direction? yes yes yes yes yes yes yes what would make things better? does this person ever seem afraid? no n	
What are this persons wishes/dreams? family family health health family is the plan moving that direction? yes yes yes yes yes what would make things better? \$ family food 1 on 1 DVD's does this person ever seem afraid? no no no no no are you afraid for them? no no no no no Does this person know how or where to report abuse? no yes yes yes yes who provided that training? supervisor supervisor supervisor supervisor Who will the individual call or report to? supervisor supervisor supervisor supervisor supervisor who provided that info? supervisor supervisor supervisor supervisor supervisor Does the person have transportation to all yes yes yes yes yes	
is the plan moving that direction? yes yes yes yes yes what would make things better? \$ family food 1 on 1 DVD's does this person ever seem afraid? no	
what would make things better? \$ family food 1 on 1 DVD's does this person ever seem afraid? no no no no no no are you afraid for them? no no no no no no Does this person know how or where to report abuse? no yes yes yes yes who provided that training? supervisor supervisor supervisor supervisor supervisor Who will the individual call or report to? supervisor supervisor supervisor supervisor supervisor who provided that info? supervisor supervisor supervisor supervisor Does the person have transportation to all yes yes yes yes	
does this person ever seem afraid? no	
are you afraid for them? Does this person know how or where to report abuse? who provided that training? Who will the individual call or report to? who provided that info? supervisor	
Does this person know how or where to report abuse? no yes yes yes yes yes who provided that training? supervisor supervi	
report abuse? who provided that training? who will the individual call or report to? who provided that info? supervisor s	
who provided that training? Who will the individual call or report to? who provided that info? supervisor s	
Who will the individual call or report to? who provided that info? because the person have transportation to all supervisor superv	
who provided that info? supervisor superviso	
Does the person have transportation to all yes yes yes yes yes	
services and places s/he would like to go?	
1 John Coo and Places on to Would into to go.	
who is the person's case manager? ED ED no no KM	
Does CM help the person access services? yes yes yes no yes	
Does the CM explain waiver services? yes yes no yes	
Does the person understand this info? no yes yes no yes	

Agency: EMI Glendive Evaluators Kathleen Kaiser, QIS

	Overstienmeins (word by OIO) Oberly if		0 Date-4						Appendix
nsumer nsumer	Questionnaire (used by QIS). Check if evi	#15	#16	questions ai	re mandator	<u>ry</u>	 		or QAOS
	Who helps this person and how?	staff	staff	EMI staff			 	 -	-
E.	Are there some staff/peers they like better?	ves	yes	yes	-		+		╡
N B	Staff/peers they don't like? Why?	no	no	no	 		 		┥
ME:	Current needs not being met?	no	no	no			 	-	-
100	Health and Safety related?	no	no	no	ļ			-	-
	Who do you talk to about these concerns?	staff	staff	staff	1		<u> </u>		-
A.	Does the person have input to his/her life?	yes	yes	yes	 		 -	 	-
A -	If you have concerns, who do you talk to?	staff	gardian	staff					╡
1	are they resolved?	some	yes	yes			 		-
1	What are this persons wishes/dreams?	family	family	health			+		-
ě.	is the plan moving that direction?	yes	yes	yes	· ·		 	-	┥
M	what would make things better?	more	family		at work sho	ın.	 		\dashv
9 10	does this person ever seem afraid?	walkin	no	no	l Work sile	<u>'P</u>	<u> </u>		\dashv
₹ <u>(</u> ()	are you afraid for them?	no	no	no	 				\dashv
1	Does this person know how or where to		1	110	 		+	 	+
_	report abuse?	no	no	no					
()	who provided that training?	CM	CM	CM			+	-	┪
	Who will the individual call or report to?	Pam	Pam	Pam					┪
V.	who provided that info?	CM	СМ	СМ				 -	┪
70	Does the person have transportation to all	yes	yes	yes			 	1	7
2	services and places s/he would like to go?	,	1	7.0			+		7
	who is the person's case manager?	GG	GG	GG				-	1
A	Does CM help the person access services?	yes	yes	yes			 		1
T	Does the CM explain waiver services?	yes	yes	yes					7
	Does the person understand this info?	no	no	no				<u> </u>	1
V j	,					•••			
mments	3:								N2

Agency: EMI CS Evaluators Sandy Carpenter, QIS

nsume	umer Questionnaire (used by QIS). Check if evidenced. 0 Bolded questions are mandatory								or QAOS
nsumer	intials	#2	#3	#4	#5	#6			
SU	Who helps this person and how?					staff			1
	Are there some staff/peers they like better?					yes			1
	Staff/peers they don't like? Why?					no			1
	Current needs not being met?					yes			1
	Health and Safety related?					yes			1
	Who do you talk to about these concerns?					Mom			1
	Does the person have input to his/her life?					yes			1
D n	If you have concerns, who do you talk to?					Mom			
	are they resolved?				17.			E 4	1
	What are this persons wishes/dreams?					future			1
	is the plan moving that direction?								1
	what would make things better?					slot			7
	does this person ever seem afraid?					по	_i		
Ä,	are you afraid for them?					no			1
Ţ	Does this person know how or where to								
	report abuse?					no			
	who provided that training?			·		СМ			
V	Who will the individual call or report to?					Mom			
	who provided that info?								
2 -	Does the person have transportation to all					yes			1
To a second	services and places s/he would like to go?					work			
	who is the person's case manager?					ED			1
	Does CM help the person access services?			T .		yes	<u> </u>		1
	Does the CM explain waiver services?					yes			1
	Does the person understand this info?					yes		-	1
			T .						1